Property Maintenance Open Cases
Codes & Regulations

LouieStat

KPI Owner: Robert Kirchdorfer | **Process: Property Maintenance**

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: CY12, 151,862 cases	Data Source: Hansen	Plan-Do-Check-Act Step 3: Determine and quantify root causes
Goal: Reduce the number of open property maintenance cases		Measurement Method: The number of property maintenance cases that remain open (violation not resolved) at the end of each month
	Goal Source: N/A	Why Measure: Enforcement helps support community health and safety
	Benchmark Source: N/A	Next Improvement Step: Generate potential solutions. Currently finishing the Analyze Phase in the Property Maintenance Six Sigma Project.
Benchmark: TBD		

How Are We Doing?

Mar2014-Feb2015 12 Month Goal	Mar2014-Feb2015 12 Month Actual		Feb2015 Goal	Feb2015 Actual	
TBD	**153,601**		**TBD**	**12,019**	
Cases	Cases		Cases	Cases	

Property Maintenance Open Cases

Good

Legend: Data — Median — Goal — Benchmark
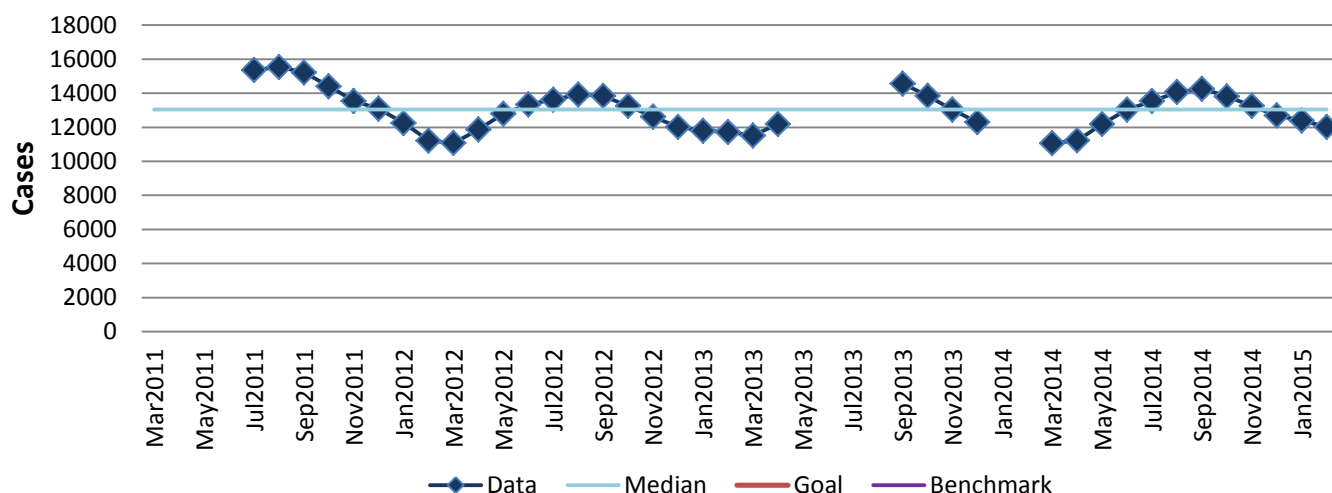
The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.